pmAIT
PRODUCT MANAGER
AUTOMATIC IDENTIFICATION TECHNOLOGY

Symbol Hardware Maintenance Support Plan

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AIT

PEO EIS
PEO ENTERPRISE INFORMATION SYSTEMS

Agenda

- AIT II Maintenance Procedures
- Things to Consider
- Replacement Items

AIT II Maintenance Procedures

- Three ways to order Symbol maintenance
  - Credit card
    - Call Symbol Tech Support 877-802-1907; provide Model #, SN,
      and per incident CLIN cost
    - User requests RMA number
    - Symbol E-mails RMA number to user
    - User fills out credit card Information on RMA form
    - Sends equipment and RMA form to repair facility
    - Symbol bills credit card

AIT II Maintenance Procedures (Cont'd.)

- Per incident maintenance
  - Prepare Delivery Order (SF1449/DD1155) containing information about failing device. Go through the normal ordering process and provide Model #, SN, CLIN #s, and description of problem.
  - DD250 will be prepared by Symbol after completion of services and sent to the user for acceptance
- Monthly maintenance
  - Prepare Delivery Order (SF1449/DD1155) for monthly maintenance support

AIT II Maintenance Procedures (Cont'd.)

- Monthly Maintenance (Cont'd.)
  - Collect all model and SNs of all equipment to be repaired
  - Symbol verifies equipment ordered from contract
  - Buy CLIN desired at prices listed in Section 4 of ordering guide
  - Symbol will prepare DD250 for acceptance of monthly maintenance
  - Symbol POCs for preparing monthly Delivery Orders

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Things To Consider

- Easiest way to order maintenance is with a credit card
- If not ordering with a credit card, maintenance must be obtained by submitting a Delivery Order
- Three work-day repair time required after receipt of equipment by Symbol
- Maintenance ordering period is from warranty expiration date through remaining life of contract (31 July 2009)

Replacement Items

- Replacement items not included under maintenance
- Cost to repair is more than the cost to replace the device
  - Examples
    - Communication docks
    - Battery charger/discharger
    - Power supplies/line cords
    - Batteries
- Replacement items can be ordered through
  - Supply Chain Logic, 888-722-6269, Ext. 3 (Sales) salonso@sclogic.com
- Customer Support 1 (877) 802-1907 or AITsupport@symbol.com